IN THE CLAIMS

Please amend the claims as follows:

1.   (Currently Amended) In an information retrieval application, a <u>computer-assisted</u> method for detecting content holes, comprising:

parsing a content body into a plurality of concept nodes, including a first concept node;

determining a percentage of successful service interactions as a function of concept node; and

if the percentage of successful service interactions at the first concept node is below a predefined threshold, flagging a content hole.

2.   (Currently Amended) An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing ~~the~~ <u>a computer-assisted</u> method of <u>detecting content holes, the method comprising:</u> ~~claim 1.~~

<u>parsing a content body into a plurality of concept nodes, including a first concept node;</u>

<u>determining a percentage of successful service interactions as a function of concept node;</u> <u>and</u>

<u>if the percentage of successful service interactions at the first concept node is below a</u> <u>predefined threshold, flagging a content hole.</u>

3.   (Currently Amended) In a defined information retrieval system, a <u>computer-assisted</u> method of charging for services, comprising:

determining a percentage of successful service interactions in a typical information retrieval system; and

determining a percentage of successful service interactions for services provided in the defined information retrieval system; and

billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system.

4.   (Currently Amended) The <u>computer-assisted</u> method according to claim 3, wherein determining a percentage of successful service interactions for services provided in the defined information retrieval system includes:

parsing a content body into a plurality of concept nodes, including a first concept node;

determining a percentage of successful service interactions as a function of each concept node; and

wherein billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system includes weighting successful interactions as a function of concept node.

5.   (Currently Amended) An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing ~~the method of claim 3.~~ <u>a computer-assisted method, the method comprising:</u>

<u>parsing a content body into a plurality of concept nodes, including a first concept node;</u>

<u>determining a percentage of successful service interactions as a function of each concept node; and</u>

<u>wherein billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system includes weighting successful interactions as a function of concept node.</u>

6.   (Currently Amended) In an information retrieval application, a <u>computer-assisted</u> method for detecting content holes, comprising:

(a) parsing a content body into a plurality of concept nodes, including a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of the concept nodes;

(c) determining a percentage of queries as a function of the concept nodes;

(d) determining a percentage of documents as a function of concept node;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole score is below a predefined threshold.

7.   (Currently Amended) In a defined information retrieval system, a computer-assisted method of charging for services, comprising:

determining a number of successful service interactions in a typical an information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in a typical the information retrieval system over a the period of time.

8.   (New) The computer-assisted method of claim 1, in which each concept node represents a concept for the content body.

9.   (New) The computer-assisted method of claim 1, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

10.   (New) The computer-assisted method of claim 3, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

11.   (New) The computer-assisted method of claim 4, in which each concept node represents a concept for the content body.

12.   (New) The computer-assisted method of claim 4, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

13.   (New) The computer-assisted method of claim 6, in which each concept node represents a concept for the content body.

14.   (New) The computer-assisted method of claim 6, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

15.   (New) The computer-assisted method of claim 7, in which the successful service interaction comprises a query from a user for which returned content matches that user's intent.

16.   (New) The computer-assisted method of claim 6, in which the acts (a) – (f) are performed in the order presented in claim 6.